GOVERNMENT OF INDIA
PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:470
ANSWERED ON:27.07.2005
CHARTER MARK SCHEME
Patel Shri Kishanbhai Vestabhai;Singh Shri Sugrib

Will the Minister of PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) whether the Government has tested a Charter Mark Scheme for recognizing excellence in implementation of Citizen`s Charters and for developing a rating system for grievance redressal mechanism;

(b) if so, the details thereof; and

(c) the outcome thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTRY AFFAIRS.(SHRI SURESH PACHOURI)

(a) to (c): A prototype of a model for Conceptualizing and implementing a Charter Mark Scheme for recognizing and evaluating excellence in the implementation of Citizens` Charter and to develop a rating system for grievance redress mechanism and service delivery has been developed. The three components of this scheme are :-
(i) Assessment and recognition of excellence in the implementation of Citizens` Charter;
(ii) Public Grievance Redress Mechanism Rating Model and
(iii) Assessment of Institutions` for Excellence in Public Service Delivery. The prototype is presently, under testing in identified Ministries/ Departments and Organisations. On introduction, the scheme is expected to help in augmenting outcomes/ performances to meet Citizen`s Needs.